

5

### **Abstract**

The present invention is a system and method for increasing the ease with which representatives of an organization can request documents or assist clients or customers in requesting documents, remotely from an office wherein the system and method are based on the implementation of a document request device provided with a wireless communications path to a central station, the document request device allowing a representative to be prompted to identify relevant information needed to fulfill a document request, the wireless communications path allowing a document request to be transmitted from the document request device to a central station, and the central station processing document requests to ensure fulfillment of the document request.